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ABSTRACT

A 3-month trial of the Dearborn Area Libraries Infopass System (DALIS), a local library cooperative program coordinating the reference services of six libraries (special, public, and academic), suggests that further study is warranted to develop cost benefit data. Processes found to be of most importance for success in the multi-type library program include assessment of user needs, and the role of users in planning, decision making, and communication. Analysis indicates that document delivery and telecommunication use should be investigated to overcome low program acceptance by patrons. Appendices provide a reference form and tables of participating libraries, program development activities, referrals, referral estimates, and cooperative program activities. (Author/RAA)

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Infopass: Some Organizational Concerns of a Local Cooperative Reference Program

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Abstract

Resource sharing ventures offer significant cost-saving opportunities for all types of libraries. In Dearborn, Michigan, a local Infopass program was developed among six multi-type libraries. After its initial three months of operation, the program was studied to determine its impact upon cooperative reference. Low levels of activity during the trial phase of Infopass justified further study of the program's organizational processes. Processes found to be most important for program success included assessment of user needs and the role of users in planning, decisionmaking, and communication.

Introduction

As libraries pursue more cost-effective methods of providing service, library resource sharing programs become ever more important in administering to the needs of library patrons. Current resource sharing programs include interlibrary lending, cooperative collection development, centralized pools of resources, and the sharing of advanced computer and communications capabilities. It is through these types of programs that libraries will deal with the information explosion in a future plagued by budget limitations and inflationary dollars.

Successful resource sharing programs demonstrate the application of effective organizational processes which include cooperation, assessment, planning and decisionmaking, and communication. Geographically, these programs may be organized locally (KETAL--Kalamazoo et al), regionally (IRLC--Illinois Regional Library Council), statewide (MLC--Michigan Library Consortium), or nationally (RLIN--Research Libraries Information Network).[1] These programs vary in size and in types of services they provide. Many programs incorporate an interlibrary loan service as well as an information referral service. Among Dearborn, Michigan area libraries, these organizational processes resulted in a cooperative resource sharing program similar to programs operating in other locations.[2] Entitled "Infopass," this program coordinates the use of member library staff and collections for reference information.

Infopass demonstrates the fundamental importance of cooperation

in resource sharing by formalizing the concept of cooperative reference. Cooperative reference is a basic objective of any Infopass program. In January 1980, the Reference and Adult Services Division of ALA approved the following definition of cooperative reference service:

> Cooperative reference service extends a library's information service capability through interaction with other libraries or information centers. It is a process through which information assistance is provided, at least in part, by referring the user or the user's question to library information personnel at another institution, according to a system of established protocols.[3]

One nice feature of cooperative reference service is that it addresses the patron's need for information--it therefore expands upon interlibrary loan service by using the skills of reference librarians to retrieve information and not just books for a patron. Infopass is a mechanism for the transferal of information. Most Infopass programs use a form, or Infopass, to record a patron's request when it cannot be answered in the home library. Infopass forms may also include sources the librarian has consulted which were not successful in satisfying the patron's request. The patron is then referred to another library (where the Infopass will be presented) for satisfaction of his/her request. The best Infopass program delivers information in a fast, accurate and economical manner.

Infopass is a mechanism of cooperative reference service which brings a patron's need for information in contact with a range of geographically dispersed information centers. For an Infopass program to be effective, the nature of user needs should be assessed by program developers. Since librarians who deliver Infopass services to the patron may also be considered to be

"users" of the program, their needs in servicing the program should also be assessed. Satisfaction of user needs promotes user support for an Infopass program and constitutes an important concern for program success.

Some Infopass programs now operating include: KETAL, a resource sharing program in the Kalamazoo, Michigan area; the Infopass program of the Illinois Regional Library Council (IRLC); and the Infopass program developed by Wayne State University. Several studies of the IRLC Infopass program reveal successful implementation of Infopass in the Chicago area. One study based on survey data indicates that the IRLC Infopass service "is one of the most widely used, with fully seventy-five percent of the respondents indicating they were users."[4] Total membership in the IRLC system is 313 libraries. Some of the factors contributing to the success of Infopass programs include mobility of patrons, ability of patrons to borrow materials at host libraries, efficiency of document delivery services, proper identification of sources available at host libraries, and receptivity of host librarians toward servicing other patrons. While the scope of the Dearborn Infopass program is smaller than all of those reviewed, it was thought that the basic purpose for which Infopass is designed could apply to a small number of libraries as well as a large number. Thus, the Infopass system in Dearborn was established in January 1979 and was studied after a three month trial period.

In analyzing the trial phase of the Dearborn Area Libraries Infopass System (DALIS), it became apparent that successful program implementation depends upon certain organizational processes.

Foremost in importance is the ability of program members to cooperate with one another. Cooperation, however, occurs in an environment which is sometimes unpredictable. Thus, some kind of assessment of environmental factors must occur so that environmental limitations are recognized by participants during the planning and development phase of a resource sharing program. As a program is defined and developed, its successful implementation will finally depend upon the degree to which important policies and procedures are communicated to the users of the resource sharing program.

Program Design and Adoption

Many resource sharing programs demonstrate the necessity of cooperation, assessment, planning and decisionmaking, and communication for program success. Among Dearborn area libraries, these organizational processes resulted in a cooperative resource sharing program similar to programs operating in other locations. Entitled Infopass, this program coordinates the use of member library staff and collections for reference information.

Table 1 lists the six libraries in the Dearborn area that comprise the program which operated during a three month trial phase in 1979. The six libraries represent special, public, and academic libraries. The diversity of this group provides each member library with a greater amount of material for reference referral and exchange.

The establishment of the Infopass program is the first formal networking arrangement to exist among Dearborn area libraries. However, its development was facilitated by previous cooperative activities of an informal nature. These previous activities suggest that a sincere desire to cooperate exists among Dearborn area libraries. Table 2 lists cooperative activities that existed in Dearborn prior to the formalization of Infopass.

While most of the cooperative activities predating Infopass were of an informal nature, they provided an impetus for the development of cooperative activity of a more formal nature. Thus, in January 1979, librarians from the six libraries met to discuss the basic objectives of an Infopass program. Those participating in the January meeting included three librarians from HFCC, two librarians from HFCL, and one librarian each from UMD, FoMoCo, and Oakwood Hospital. Based upon the Infopass program defined by Wayne State University, a general description of Infopass had been sent to each of the six libraries by UMD in the Fall of 1978.[5] Thus, the purpose of the January meeting was to clarify uncertainty about Infopass and to attempt to develop a program that would meet the specific needs of Dearborn area libraries.

One of the first orders of business at the January meeting was to assess the environment in which an Infopass program would operate. While UMD, HFCC, and HFCL had exchanged information regarding the strengths and weaknesses of their collections, DCB, Oakwood Hospital, and FoMoCo needed to compare strengths and weaknesses of collections at the January meeting. At the same time, librarians addressed constraints that would have to be placed upon a cooperative resource sharing system in Dearborn. FoMoCo

indicated time constraints--FoMoCo patrons would be served first and foremost, and borrowing priveleges would have to be restricted to FoMoCo employees. The other special library, Oakwood Hospital, also voiced concern over its ability to provide full ranges of reference service to patrons from other libraries. Borrowing priveleges would have to be restricted to hospital staff only. UMD was also concerned about circulation of material to non-affiliated UM patrons. It was decided to limit circulation to a one-time-only privelege so that the completion of an Infopass request would terminate the patron's ability to borrow. HFCL voiced concern over certain administrative and implementation problems that might occur. One specific problem involved the ability of the HFCL Infopass representative to inform a large staff of the policies and procedures of an Infopass program.

In defining what each library could contribute to an Infopass program, librarians from each of the six libraries discussed the strengths and weaknesses of their collections. For example, the materials available for cooperative reference included: engineering research resources and technical documents (FoMoCo); hospital literature and medical journals (Oakwood Hospital); strong business reference collection (DCB); technical and vocational program literature (HFCC); Dearborn history, local government, and genealogy (HFCL); and scholarly journals, indexes, and bibliographies (UMD). The UMD library offered to coordinate the publication of a directory that would document these discussions and serve to define important environmental factors of the six participating libraries.

Based upon an understanding of the ability of each library to participate in an Infopass program, the planning and decision-making phase of the January meeting focused upon discussion of

program objectives, a method of evaluating the program, and the means by which libraries would communicate with each other. Also, the procedures for the general operation of Infopass were defined. The following procedures for the operation of DALIS were agreed upon and were included in the directory prepared by UMD for the six participating libraries:

1. Librarian unable to answer patron request consults DALIS directory to determine whether or not a member library is capable of satisfying the request
2. A phone contact is made to the host library to assure that a reference librarian is available to handle the referral. Librarian at home library initiates the DALIS form (see Appendix A) and lists sources already consulted
3. Patron takes form to host library
4. Host librarian tries to satisfy patron request and completes the DALIS form
5. DALIS forms are kept by host libraries for further evaluative process

One of the major outcomes of the planning and development phase of DALIS was consensual agreement by the six participating libraries to adopt the following objectives for a local Infopass program:

1. Avoid duplication of sources consulted to satisfy a specific reference request
2. Try to encourage patrons to use their own library first
3. Social aspect--patron feels librarians at host library are more receptive to servicing his/her request
4. May help to identify titles which libraries should purchase if they are constantly used in referrals

While objectives one and two are generally accepted objectives for Infopass programs, objectives three and four were suggested and accepted by librarians at the January meeting.

The January meeting provided librarians with the opportunity

to identify the degree to which they could participate in DALIS. However, the exact behavior of Infopass patrons was unpredictable. No survey of patron needs was conducted nor were any patrons invited to participate in the January meeting. Thus, the librarians developing DALIS decided that the program should operate experimentally and undergo critical evaluation during its three month trial phase.

Based upon a review of Infopass literature, a method for evaluating the program was suggested. The evaluation process which utilized the Infopass form (see Appendix A) for feedback was agreed upon. By developing a form requiring pertinent information, the ability of the program to meet two of its objectives could be measured. First, the form would require a home librarian to list the sources already consulted to answer a patron request. By using a properly initiated Infopass form, the host librarian could avoid duplicating the home librarian's consultation of unsuccessful sources. Second, the Infopass form would require the librarian at the host library to list reference tools that were used to satisfy the patron's request.[6] By saving Infopass forms, home librarians could identify tools held at host libraries that were needed to satisfy requests at the home library.

Although UMD was most instrumental in coordinating the establishment of DALIS, the Infopass program was to operate in a decentralized manner. That is, members preferred open channels of communication whereby any home library could contact any host library. The contact, however, was preceded by identifying via the DALIS directory what a particular library contained in the way of special collections. In addition, each librarian at the January meeting instructed her particular staff in the procedural aspects of DALIS.

Following the January meeting, communications regarding DALIS took place via written correspondence and informal phone contacts.

Analysis

The three month trial phase of DALIS can be analyzed in two ways. First, program performance can be analyzed in terms of attainment of objectives and activity levels (see Table 3). By comparing objectives with the actual operation of the program, librarians hoped to determine whether or not DALIS was functioning successfully. This evaluative process was defined at the January meeting and pertained strictly to the operation of the program.

Second, analysis of the organizational processes (cooperation, assessment, planning and decisionmaking, and communication) which produced the DALIS program is informative. An analysis of these processes became necessary for understanding program results in the trial phase. This type of evaluation was not defined at the January meeting. However, the results of the trial phase indicate that the organizational processes involved in forming DALIS were defective.

The DALIS program operated experimentally for three months. One of the obvious outcomes of the trial phase of the program was that very few Infopass referrals actually occurred. The DALIS activity level that occurred over a three month period is shown in Table 3.

To analyze these results, several approaches were utilized. First, the program itself was evaluated vis-a-vis the objectives that pertained to program performance. Regarding the ability of

DALIS to meet the objectives established, two of the objectives are measureable. First, the avoidance of duplication of search strategy did occur--the Infopass requests that were made cited sources already consulted by the home library. However, not all referrals were made via the Infopass form. Some requests transpired by personal contact of librarians with no patron involvement. That is, a telephone call between the home and host libraries activated the Infoapss request and the patron was not involved in contacting the host librarian at any time during the transaction. Objective four could also be measured. That is, titles needed by the patron which were unavailable at the home library's collection were identified by the host librarian. Only one DALIS referral actually resulted in a host librarian's satisfying the original patron request. Thus, only in the case of referrals that are satisfied at the host library is there a method of identifying sources needed by another DALIS member.

Objectives two and three are difficult to measure. Two statements can be made regarding DALIS' attainment of these objectives. First, patrons with the help of librarians exhausted all possibilities in their home libraries before requesting an Infopass (Objective 2). Second, a call by the librarian preceding the visit by a patron to a host library should encourage the patron to feel he/she has some importance at the host library. Both of these objectives depend upon the quality of service provided by the professional librarians. The experimental phase of DALIS provided no data by which attainment of these two objectives could be measured.

A second approach utilized in analyzing DALIS was to compare actual activity levels to estimated activity levels as defined by

librarians at the six member libraries. Table 4 shows the number of reference referrals librarians thought their libraries would make in a given time period. Because phone contacts may generate an Infopass referral, the estimated activity levels include phone contacts as well as Infopass referrals.

The low level of activity during the trial phase of DALIS suggests that the program represents a misallocation of resources. However, the scarcity of data reduces the significance of results pertaining to measurement of DALIS objectives. Furthermore, one possibility with regard to the low activity level and scarcity of data is that a naturally low activity level exists with the DALIS operating environment.

The possiblity of naturally low activity level relates specifically to the inclination of the library patron to travel to another library to satisfy an information need. Thus, in the DALIS program, patron motivation to pursue an Infopass is demonstrated by a willingness to move from one physical location to another. Since the completion of an Infopass request is dependent upon the patron's willingness to travel to another library, DALIS activity levels may be directly related to this user characteristic. This user characteristic was not assessed during the planning and development phase of DALIS. However, Dougherty's study on academic libraries demonstrates that users preferred the convenience of nearby departmental libraries to comprehensiveness of the collection.[7] Specifically, Dougherty found that "there is an irreconcilable separation between the physical location of information and the persons who require information."[8]

To establish some idea of the expected activity level for DALIS, an informal survey was made of DALIS member libraries asking them how many reference referrals they thought their libraries would

make in a given time period (Table 4). When compared with Table 4, the results of Table 3 indicate that actual activity levels during the trial phase were lower than estimated activity levels. However, estimated activity levels may be characterized as low for most libraries and suggest that a naturally low activity level exists for the project. Based upon a librarian's ability to assess the number of patrons who would pursue Infopass, the naturally low level of activity for DALIS also supports Dougherty's findings. Thus, in evaluating DALIS, an important factor to consider is the probability that a patron has the motivation to pursue an information request to another physical location. If patron motivation does not exist, a low activity level for a program like DALIS is to be expected. This factor was not assessed during the development of DALIS.

Another factor that librarians failed to assess has to do with the category of program user previously described as librarians delivering the service to patrons. More specifically, member library staff persons who did not participate in the January meeting may have had difficulty accepting the innovative DALIS program. Acceptance of innovative programs by library staffs has been addressed extensively in the literature. Williams suggests a rather extreme view by stating the "humans always resist change even when they believe it may benefit them."[9] Thus, it is possible that behavioral attitudes of librarians influenced program acceptance.

With a program such as Infopass, the highest potential number of referrals would occur if librarians automatically suggested a reference referral to the patron when a reference question went unanswered. Because many librarians are accustomed to servicing requests with materials on hand, the concept of an Infopass referral is not an "automatic" alternative in the reference interview. The

literature supports the reliance of some librarians on materials owned by their own libraries. This reliance inhibits the process of reference referral. Moran states that

> Before cooperative efforts will, to a significant extent, help academic libraries meet their goals, there must be major changes in the attitudes of librarians and library users and in the methods of library operation. Reliance on a library's legally owned materials as the primary and ordinary source for meeting client's needs must be replaced with more effective activities.[10]

Reference librarians also contribute to reliance on home library resources by perceiving difficulty in judging whether or not a patron is willing to travel to another library to find information. If, for whatever reason, librarians are less than encouraged to refer patrons to other libraries, then librarian attitudes affect the process of Infopass. The trial phase of DALIS failed to generate data regarding librarian's attitudes toward the process of reference referral. However, there were several reasons to believe that a deficiency of positive attitudes by librarians limited the operation of DALIS. These include

1. Some member library staff persons designated as implementors of DALIS did not participate in program planning and development. Thus, failure to participate in planning may have resulted in poor program acceptance.
2. Some librarians seemed unable to understand the procedure for Infopass referral despite its being explained to them.
3. Some librarians assumed that patrons would not travel to another library for information and failed to offer Infopass as an alternative.

If librarians maintain that a home library collection suffices for full reference service, the concept of reference referral con-

flicts with attitudes of librarians that all reference transactions should terminate in the home library. Vincent Guiliano suggests that these attitudes stem from the traditional role of libraries which inhibits the communication process:

> In libraries the emphasis is on the collection of information, organization and preservation of the collection in relatively static form (eg. books and periodicals), and not on the process of communication. The library emphasis is more on having than communicating, more on preserving older material than quickly accessing newer material. Communication means are primitive: a patron must physically come to the library to get service in most instances.[11]

Regarding DALIS' system of communication, no data was generated during the trial phase to significantly measure the communication process. However, certain deficiencies in communications were recognized. HFCL conveyed the need for better communication of DALIS objectives, policies and procedures. HFCL also suggested that DALIS workshops be held for its large professional staff to improve understanding of the program.

Another deficiency in the DALIS communication process has to do with the actual transferal of the reference request from a home library to a host library. Since the current program relies heavily on the patron for message transferal, the willingness of the patron to travel to another library with a reference request becomes a crucial issue. Because patrons are disinclined to pursue reference assistance at host libraries, their designation as communication intermediaries constitutes a weakness in the process of message transferal.

One final possibility worth considering relates to the ability of DALIS to generate other cooperative efforts among Dearborn area libraries. Table 2 lists cooperative activities which preceded

the establishment of DALIS. These activities strengthened the motivation to develop a program such as DALIS by demonstrating that cooperative activities were supported by Dearborn area libraries. The cooperative activities preceding DALIS also established a means for librarians to get acquainted with one another, to communicate with one another, and to become familiar with other Dearborn area library collections.

Table 5 lists cooperative activities that were generated by DALIS or that took place concurrently with the operation of DALIS. DALIS was most instrumental in generating activities two and three. Thus, to a slight degree, DALIS was effective in generating other cooperative activities among Dearborn area libraries. To a large degree, early cooperative activities among Dearborn area libraries stimulated the formalization of DALIS. Overall, the cooperative activities that exist among Dearborn area libraries support the notion that cooperative activity leads to further cooperative activity

Conclusion

The trial phase of DALIS yielded little reliable data to support consclusively the success or failure of the program. The trial phase did demonstrate that certain organizational processes were important in the development of the program. In the absence of more complete data to evaluate DALIS, certain findings relating

to the developmental process of DALIS provide some insight with regard to effective program organization.

The specific organizational processes which relate to DALIS are cooperation, environmental assessment, planning and decision-making, and communication. The manner in which these processes operated during DALIS implementation demonstrates that critical aspects of each process are necessary for successful program development. The organizational processes that produced DALIS were at times defective and contributed to the program's apparent inability to change the status quo.

A basic requirement for the existence of a program such as DALIS is that Infopass members possess a sincere desire to cooperate. Among Dearborn area libraries, the many cooperative activities preceding DALIS indicated that a proven desire to cooperate might facilitate development of Infopass. Although a lower than expected activity level might suggest a deterioration of the desire to cooperate, it is more likely that inefficient development of the program was instrumental in poor program performance. It is also possible that not all member libraries perceived that mutual benefits would be derived by participating in DALIS. However, the fact that libraries were willing to pursue other cooperative efforts stemming from participation in DALIS indicates that DALIS was a mechanism for the promotion of cooperative opportunities. By formalizing a cooperative effort among Dearborn area libraries, DALIS provided a structure for the communication and continuation of cooperative exchange.

One of the greatest deficiencies of the DALIS project was poor

assessment of factors affecting program development and operation. Inefficient definition of objectives and performance criteria yielded little evaluative information when the program was analyzed at the end of the trial phase. More importantly, poor assessment of user characteristics prevented librarians from organizing appropriate resources during the planning phase of DALIS. In the case of patron disinclination to pursue reference referral to another library, an Infopass program may need to explore document delivery and telecommunication systems to stimulate use of the program. In the case of poor program acceptance, greater user education and input into program development may increase support for the program.

Currently, DALIS operates among Dearborn area libraries as it did during the three month trial phase. However, the question of whether or not DALIS should continue merits a cost-benefit analysis of the project. The concept of Infopass among Dearborn area libraries potentially strengthens the availability of reference resources and suggests that Infopass is a beneficial undertaking. On a theoretical level, redesigning Infopass to meet the desired objectives would probably be worth the costs of, say, more sophisticated program evaluation. On a more practical level, Infopass can now function at low levels of activity. At the same time, it promotes continued cooperative efforts, communications, and perhaps even improvement in home library service. Current outputs occur at low costs. A proper cost-benefit analysis would have to weigh the costs of maintaining DALIS as well as costs of improving DALIS to bring it to satisfactory levels of performance. Also worth considering are future impacts such as declining budgets, decreasing staffs, and increasi[illegible]er demands for library services. Such

activity may justify even greater cost allocation for resource sharing programs such as Infopass.

Finally, the networking effort among Dearborn area libraries offers one future benefit. The ability of librarians in Dearborn to view themselves in any kind of network configuration may have value in terms of future affiliation with state, regional, or national networks. Formation of a local library network in Dearborn familiarizes librarians with certain features of network behavior which may become available through cooperation at the state, regional, or national level. Also, by adequately defining the needs of their local network, Dearborn area librarians are better able to understand how they can "en masse" benefit by joining an enlarged resource sharing network at some time in the future.

Footnotes

1. For a listing of some interlibrary cooperative programs see Association of State Library Agencies. Interlibrary Cooperation Subcommittee, The ASLA Report on Interlibrary Cooperation (Chicago: American Library Association, 1976).

2. The Infopass programs studied prior to the establishment of DALIS were Kalamazoo et al. (KETAL), the program organized by Wayne State University, and the Infopass program of the Illinois Regional Library Council.

3. The Cooperative Reference Services Committee recommended this definition to RASD (Reference and Adult Services Division) of the American Library Association for adoption in January 1980.

4. IRLC Planning Committee, An Evaluation of the Illinois Regional Library Council, Its Program and Services, By Its Members and Participants, (Chicago: Regional Library Council, 1978) p. 13.

5. G. Flint Purdy Library, INFOPASS System Sharing of Resources, (Wayne State University, 1979), p. 1-7

6. The accepted DALIS procedure for an Infopass transferal involves the home librarian's listing of materials consulted but not successful in answering a patron request. This step in the transferal prevents duplication of consultation of sources by the host librarian. Because this step in the process implies direct peer review of a librarian's performance, it is possible that Infopass motivates home librarians to do comprehensive and thorough checking of all appropriate sources. One factor worth investigating would be whether or not librarian performance improves as a result of Infopass. While it would be difficult to gather, data on librarian performance could lead to measurement of a very important effect of Infopass.

7. Richard Dougherty and Laura Blomquist, Improving Access to Library Resources: The Influence of Organization of Library Collections, and of User Attitudes Toward Innovative Services, (Metuchen, New Jersey: Scarecrow Press, 1974), p. 78

8. ibid., p. 76

9. James Williams, "Performance Criteria and Evaluation," in Resource Sharing in Libraries, ed. Allen Kent and Thomas Galvin (New York: Marcel Dekker, 1977), p. 241

10. Robert Moran, "Library Cooperation and Change," College and Research Libraries (July 1978): 269

11. Vincent Guilano, "A Manifesto for Librarians," Library Journal (September 15, 1979): 1838

DEARBORN AREA LIBRARIES INFOPASS SYSTEM (DALIS)

INFOPASS

Issued By _____

Phone _____

Date _____

PASS HOLDER Please present this pass at _____

_____

ISSUED TO

_____ Telephone _____

ASSISTANCE NEEDED

_____

_____

_____

Sources Already Consulted: Encyclopedias (which); Periodical Indexes (which); Special Sources (which) _____

_____

_____

Suggested Additional Sources _____

_____

TO BE COMPLETED BY HOST LIBRARY

Works consulted and materials supplied patron _____

_____

_____

This form should be left with the host librarian for record keeping

Table 1

Dearborn Area Libraries
Participating in Infopass

Library	Type of Collection	Primary User
Detroit College of Business Library (DCB)	Business	Faculty Students
Ford Motor Company Engineering Research Library (FoMoCo)	Technical Engineering Documents	FoMoCo Engineers
Henry Ford Centennial Library (HFCL)	General Public Library Collection	Dearborn and Community Residents
Henry Ford Community College Library (HFCC)	General Academic	Faculty Students
Oakwood Hospital Library	Technical Medical Sources	Hospital Staff
University of Michigan Dearborn Library (UMD)	General Academic and Scholarly	Faculty Students

Table 2

Activities Pre-dating Dearborn Infopass Program

	Activity	Date
1.	Ongoing informal telephone reference referrals occur among various libraries	.1950-
2.	UMD provides FoMoCo employees with complimentary guest cards	.1959
	UMD and HFCC reciprocate borrowing priveleges	.1959
	HFCC provides all users with guest cards.	.1965
	HFCL provides all users with borrowing priveleges	.1967
3.	FoMoCo, HFCC, HFCL, and UMD exchange lists of periodicals	.1965
4.	HFCL sells card catalog to UMD.	.1972
	UMD donates card catalog to Tannehill Library at Greenfield Village, Dearborn, Michigan	.1978
5.	With closing of FoMoCo Business Library, requests from employees referred to UMD, HFCL, and Detroit Public Library	.1974
6.	HFCL provides UMD with storage facility	.1975
7.	Annual luncheon for Dearborn area libraries	.1976-
8.	UMD, HFCL, and HFCC discuss cooperative acquisitions policy	.1977
9.	UMD, HFCC, and HFCL exchange librarian visitations	.1977-1978
10.	Directory of Dearborn area libraries completed.	.1978

Table 3

DALIS Reference Referrals
(March-May 1979)

Libraries Involved	Referrals
HFCL to UMD	2
UMD to HFCL	1
UMD to Oakwood Hospital	2
HFCC	0
DCB	0
FoMoCo	0
Oakwood Hospital	0

Table 4

Estimates of DALIS Reference Referrals

Library	Estimated Number of Referrals
HFCC	3-4/year (faculty only)
HFCL	
Humanities Division	2-5/month
Social and Natural Sciences Division	8-60/month
FoMoCo	2/month
DCB	cannot estimate
Oakwood Hospital	3/month
UMD	15/month

Table 5

Cooperative Activities Generated During DALIS Operation

	Activity	Date
1.	UMD, HFCC, and HFCL discuss cooperative activities in the areas of serials, acquisitions, and government documents	1979
2.	Oakwood Hospital provides UMD students with medical journals	1979
3.	DALIS member librarians suggest expanding DALIS membership to include other special library collections in the area such as the Dearborn Historical Archives	1979
4.	HFCL children's librarian critically evaluates juvenile collection at UMD	1979